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DOCKET NO.: N0427.70002US00

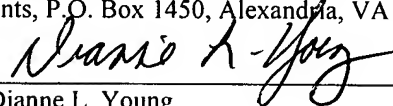
PCT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Shay Gabay
Serial No.: 10/510,358
Confirmation No.: Not Yet Assigned
Filed: October 5, 2004
For: APPARATUS AND METHOD FOR GENERATING A CONTENT-BASED FOLLOW UP
Art Unit: Not Yet Assigned
Examiner: Not Yet Assigned

CERTIFICATE OF MAILING UNDER 37 C.F.R. §1.8(a)

The undersigned hereby certifies that this document is being placed in the United States mail with first-class postage attached, addressed to Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450, on the 16th day of March, 2005.


Dianne L. Young

Commissioner For Patents
P.O. Box 1450
Alexandria, VA 22313-1450

Sir:

Transmitted herewith are the following documents:

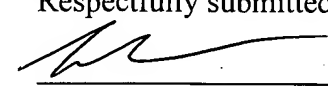
- Information Disclosure Statement
- PTO Form 1449 with cited references
- Return Receipt Postcard

If the enclosed papers are considered incomplete, the Mail Room and/or the Application Branch is respectfully requested to contact the undersigned at (617) 646-8000, Boston, Massachusetts.

A check is not enclosed. If a fee is required, the Commissioner is hereby authorized to charge Deposit Account No. 23/2825. A duplicate of this sheet is enclosed.

Respectfully submitted,

By:


Eric L. Amundsen, Reg. No.: 46,518
Douglas R. Wolf, Reg. No.: 36,971
Wolf, Greenfield & Sacks, P.C.
600 Atlantic Avenue
Boston, Massachusetts 02210-2206
Telephone: (617) 646-8000

Docket No.: N0427.70002US00
Date: March 16, 2005
xNDDx



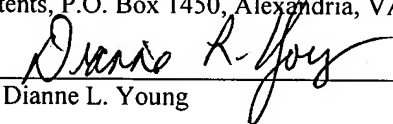
DOCKET NO.: N0247.70002US00

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Shay Gabay
Serial No.: 10/510,358
Confirmation No.: Not Yet Assigned
Filed: October 5, 2004
For: APPARATUS AND METHOD FOR GENERATING A
CONTENT-BASED FOLLOW UP
Art Unit: Not Yet Assigned
Examiner: Not Yet Assigned

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Dianne L. Young

Commissioner for Patents
P.O. Box 1450
Alexandria, VA 22313-1450

STATEMENT FILED PURSUANT TO THE DUTY OF
DISCLOSURE UNDER 37 CFR §§1.56, 1.97 AND 1.98

Sir:

Pursuant to the duty of disclosure under 37 C.F.R. §§1.56, 1.97 and 1.98, the Applicant requests consideration of this Information Disclosure Statement.

PART I: Compliance with 37 C.F.R. §1.97

This Information Disclosure Statement has been filed before the mailing date of a first Office Action on the merits in the above-identified case.

No fee or certification is required.

PART II: Information Cited

The Applicant hereby makes of record in the above-identified application the information listed on the attached form PTO-1449 (modified). The order of presentation of the references should not be construed as an indication of the importance of the references.

PART III: Remarks

Documents cited anywhere in the Information Disclosure Statement are enclosed unless otherwise indicated. It is respectfully requested that:

1. The Examiner consider completely the cited information, along with any other information, in reaching a determination concerning the patentability of the present claims;
2. The enclosed form PTO-1449 be signed by the Examiner to evidence that the cited information has been fully considered by the Patent and Trademark Office during the examination of this application;
3. The citations for the information be printed on any patent which issues from this application.

By submitting this Information Disclosure Statement, the Applicant makes no representation that a search has been performed, of the extent of any search performed, or that more relevant information does not exist.

By submitting this Information Disclosure Statement, the Applicant makes no representation that the information cited in the Statement is, or is considered to be, material to patentability as defined in 37 C.F.R. §1.56(b).

By submitting this Information Disclosure Statement, the Applicant makes no representation that the information cited in the Statement is, or is considered to be, in fact, prior art as defined by 35 U.S.C. §102.

Notwithstanding any statements by the Applicant, the Examiner is urged to form his own conclusion regarding the relevance of the cited information.

An early and favorable action is hereby requested.

Respectfully submitted,

By:

Eric L. Amundsen, Reg. No. 46,518
Douglas R. Wolf, Reg. No.: 36,971
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Docket No.: N0247.70002US00
Date: March 16, 2005
xNDDx



Patent PTO 9/A and B (Modified)

INFORMATION DISCLOSURE STATEMENT BY APPLICANT

APPLICATION NO.: 10/510,358

ATTY. DOCKET NO.: N0247.70002US00

FILING DATE: October 5, 2004

CONFIRMATION NO.:

APPLICANT: Shay Gabay

GROUP ART UNIT:

EXAMINER:

Sheet

1

of

2

U.S. PATENT DOCUMENTS

Examiner's Initials	Cite No.	U.S. Patent Document		Name of Patentee or Applicant of Cited Document	Date of Publication or of issue of Cited Document MM-DD-YYYY
		Number	Kind Code		
	1.	2003/0128099	A1	Cockerham	07-10-2003
	2.	2002/0087385	A1	Vincent	07-4-2002
	3.	2002/0059283	A1	Shapiro et al.	05-16-2002
	4.	2003/0059016	A1	Lieberman et al.	03-27-2003
	5.	2001/0043697	A1	Cox et al.	11-22-2001
	6.	2002/0010705	A1	Park et al.	01-24-2002
	7.	4145715		Clever, Eric c.	03-20-1979
	8.	4821118		Lafreniere	04-11-1989
	9.	5091780		Pomerleau	02-25-1992
	10.	5303045		Richards et al.	04-12-1994
	11.	5307170		Itsumi et al.	04-26-1994
	12.	5353618		Crick	10-04-1994
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	14.	5519446		Lee	05-21-1996
	15.	5734441		Kondo et al.	03-31-1998
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	17.	5790096		Hill, jr.	08-04-1998
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	31.	6212178	B1	Beck	04-03-2001
	32.	6230197	B1	Beck et al.	05-08-2001
	33.	6295367		Crabtree et al	09-25-2001
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	35.	6330025		Arazi et al.	12-11-2001
	36.	6345305	B1	Beck et al.	02-05-2002
	37.	6404857		Blair et al.	06-11-2002

FORM PTO-1449/A and B (Modified) INFORMATION DISCLOSURE STATEMENT BY APPLICANT				APPLICATION NO.: 10/510,358		PRIORITY DOCKET NO.: N0247.70002US00	
				FILING DATE: October 5, 2004		CONFIRMATION NO.:	
				APPLICANT: Shay Gabay			
				GROUP ART UNIT:		EXAMINER:	
Sheet	2	of	2				

	38.	6427137	B2	Petrushin	07-30-2002
	39.	6441734	B1	Gutta et al.	08-27-2002
	40.	6559769		Anthony et al.	05-06-2003
	41.	6704409	B1	Dilip et al.	03-09-2004

FOREIGN PATENT DOCUMENTS

Examiner's Initials	Cite No.	Foreign Patent Document			Name of Patentee or Applicant of Cited Document (not necessary)	Date of Publication of Cited Document MM-DD-YYYY	Translation (Y/N)
		Office/Country	Number	Kind Code			
	42.	WO	03/067360	A2	Elazar et al	08-14-2003	
	43.	WO	98 01838	A	Sullivan, Patrick J.	01-15-1998	
	44.	WO	95 29470	A	Katz, Barry	11-02-1995	
	45.	WO	03 067884	A1	Yeredor et al.	08-14-2003	
	46.	WO	03 013113	A2	Blair et al.	02-13-2003	
	47.	GB	9916430.3		Racal	07-13-1999	

OTHER ART — NON PATENT LITERATURE DOCUMENTS

Examiner's Initials	Cite No	Include name of the author (in CAPITAL LETTERS) title of the article (when appropriate), title of the item (book, magazine, journal, serial, symposium, catalog, etc.), date, relevant page(s), volume-issue number(s), publisher, city and/or country where published.	Translation (Y/N)
	48.	NiceVision - Secure your Vision, a prospect by NICE Systems, Ltd., Copyright 2002	
	49.	NICE Systems announces New Aviation Security Initiative, reprinted from Security Technology & Design, December 2001	
	50.	(Hebrew) "the Camera That Never Sleeps" from Yediot Aharonot	
	51.	FREEDMAN, I. Closing the Contact Center Quality Loop with Customer Experience Management, Customer Interaction Solutions, Vol. 19, no. 9, March 2001	
	52.	PR NEWswire, NICE Redefines Customer Interactions with Launch of Customer Experience Management, 13 June 2000	
	53.	PR NEWswire, Recognition Systems and Hyperion to Provide Closed Loop CRM Analytic Applications, 17 November 1999	
	54.	Financial companies want to turn regulatory burden into competitive advantage, 24-Feb-2003, printed from InformationWeek, http://www.informationweek.com/story/IWK20030223S0002	
	55.	SEDOR - Internet pages form http://www.dallmeier-electronic.com	
	56.	(Hebrew) print from Haaretz, "The Computer at the Other End of the Line", Feb-17-2002	

EXAMINER:	DATE CONSIDERED:
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#EXAMINER: Initial if reference considered, whether or not citation is in conformance with MPEP 609; Draw line through citation if not in conformance and not considered. Include copy of this form with next communication to Applicant.

[NOTE - The Office hereby waives the requirement under 37 CFR 1.98 (a)(2)(i) for submitting a copy of each cited U.S. patent and each U.S. patent application publication for all U.S. national patent applications filed after June 30, 2003 and for all international applications that have entered the national stage under 35 USC 371 after June 30, 2003. See 37 CFR 1.491(b). For all patent applications filed on or before June 30, 2003, copies of cited U.S. patents and patent application publications are still required unless an eIDS is filed. Copies of all other patent(s), publication(s), or other information listed must still be provided, even if it was previously submitted to, or cited by, the U.S. Patent Office in an earlier application, unless the earlier application is identified by the IDS and is relied upon for an earlier filing date under 35 U.S.C. § 120, and the copy was provided in the earlier application.]